L&Q Group

|  |  |  |  |
| --- | --- | --- | --- |
| **Role title** | Data Analyst  | **Date** | April 2021 |
| **Reports to Title** | Senior Investment Strategy Manager | **Version** | V1 |
| **Role Persona** | **Agile** |
| **DBS Disclosure Required:** | **Yes** |  | **No** | **x** | **Standard** |  | **Enhanced**  |  | **Enhanced +** |  |
| **Responsibility for End Results** |
| Purpose: Responsible for providing accurate asset data and using it to plan major works to our homes, to ensure that Decent Homes and the L&Q standards are maintained. Ensure data is adapted to take account of statutory and regulatory requirements and this is shared across Property Services to drive investment decisions and service improvement. Using a range of analytical tools to provide data on investment hotspots, poor performing stock and opportunities for resolution in the short, medium and long-term. |
| **Key Responsibilities / Deliverables:** |
| **Main Accountabilities:** List the major activities or functions necessary to achieve the job’s end results.  |
| **Leadership and management including customer service/ values**Be subject matter expert on asset data and analysing trends and issues to help drive reactive and major works investment decisions across Property Services. Ensure that the impact of this analysis is clearly communicated across the department so that appropriate steps can be taken to respond to the areas highlighted. Contribute to the Asset Strategy team's day to day activities, driving best practice whilst setting an example in delivering excellent customer service in line with L&Q values. |
| **Strategy/ achieving objectives**To develop and maintain the L&Q Asset Management System ensuring that robust and accurate data across the Trust is maintained to enable the production of various reports including forecasting planned works programmes and decent homes and other outputs. Ensure the reports are of sufficient quality to drive investment decisions and service improvement across Property Services Teams To electronically administrate planned maintenance projects within the Asset Management system, preparing and presenting reports as required. |
| **Working with others – internal**Responsible for planning re-investment in all properties, and work closely with the delivery teams to take into account their feedback and a wide range of stakeholders across the Trust. Produce both short-term and long-term plans and reports using the information held to drive targeted investment and service improvement across teams in Property Services.  |
| **Working with others – external**Develop and maintain relationships with key stakeholders, representing L&Q at external events and meetings and promoting the reputation and values of L&Q. Engage key stakeholders and partners, including Regional and Development staff and consultants in the development and management of the L&Q data systems. |
| **Budgetary responsibility**Contribute towards the control of budgets within the Property Services function. Contribute to meeting the divisional maintenance planning budget targets and plan for investment. |
| **Compliance**Ensure H&S, regulatory, legal & governance compliance for areas under the job holder's control. |
| **Records and systems**To be one of the Trusts asset management data base “Super-Users” being fully conversant on its functionality, being able to provide support, guidance and training as required by keeping self up to date on its use and providing any necessary training as required. Competent on MS office suite and MS project. |
| **Risks**Manage risks associated with areas under the jobholder's control. Ensure that effective controls are in place to highlight and limit risk. |

|  |
| --- |
| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. Advise on prioritising expenditure of £200m per annum |
| Work within the expenditure authority levels to which your role is accountable. |
| **People Responsibility:** Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.  |
|  | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. |
|  |
| **Technical Knowledge/Skills**  |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications |
| Good analytical skills - must possess the ability to interpret, quantify and summarise information from multiple sources and distinguish key facts, concerns and issues relevant to L&Q and its operations  | Experience of dealing with property data and experience of systems such as Keystone, Pimms, QL or other stock condition data systems. |
| Excellent organisation skills. The ability to prioritise own workload and manage time effectively. | Good written and oral communication skills |
| Commitment to providing high levels of customer service | Ability to work with large amounts of data, owning data integrity and collection of data. Advanced MS Excel skills along with understanding of Database configuration. |
| Understands concepts of value for money in relation to the of quality services | An understanding of maintenance and or contract management |
| **L&Q Values** |
| These are our guiding principles. They describe how we deliver our mission and vision through our behavior’s and actions. |
| **People** |
| We care about the happiness and wellbeing of our customers and employees |
| **Passion** |
| We approach everything with energy, drive, determination and enthusiasm  |
| **Inclusion** |
| We draw strength from our differences and work collaboratively |
| **Responsibility** |
| We own problems and deliver effective, lasting solutions  |
| **Impact** |
| We measure what we do by the difference we make  |
| **Other**  |
| Commit to supporting L&Q’s environmental policy and social missionI will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks |